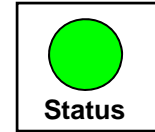




CUSTOMER SERVICES AND SUPPORT DASHBOARD

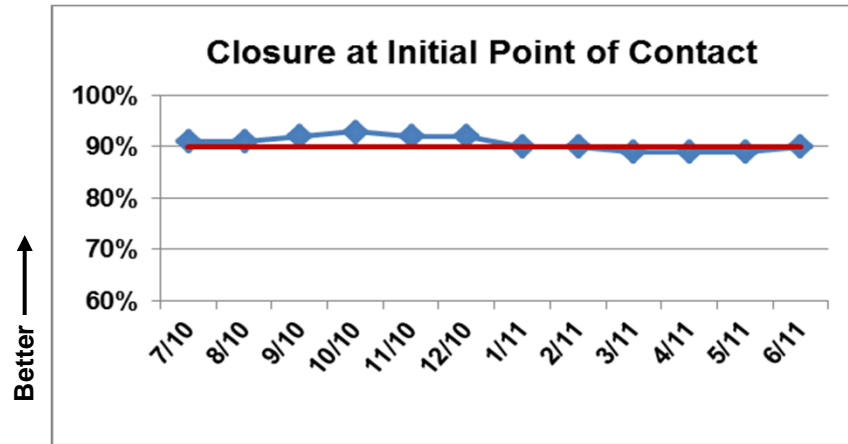


STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost-effective manner.

MEASURE:

Percent of telephone inquiries closed at initial point of contact.



Closure at Initial Point of Contact – Employer Inquiries

Target: 90% effective Jan. 2009

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2010/11	91%	91%	92%	93%	92%	92%	90%	90%	89%	89%	89%	90%
2009/10	92%	92%	92%	93%	91%	93%	90%	91%	91%	91%	92%	92%
2008/09	85%	83%	85%	89%	87%	87%	86%	88%	88%	88%	88%	89%

COMMENTS:

During the 4th quarter, my|CalPERS activities included file readiness testing and system access administrator registration requests. The employer contact team has worked cooperatively with Public Employer Readiness Team (PERT) to ensure consistent responses to employer's technical system questions. Technical my|CalPERS questions were routed to PERT for response. Additional training brought the initial point of contact rate up from 89% in April and May to 90% on target in June.

ATTACHMENT B-1ER

4th Quarter 2010-11

Legend:



= On target or trending to target



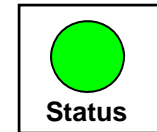
= Need to watch trend



= Senior management attention



CUSTOMER SERVICES AND SUPPORT DASHBOARD

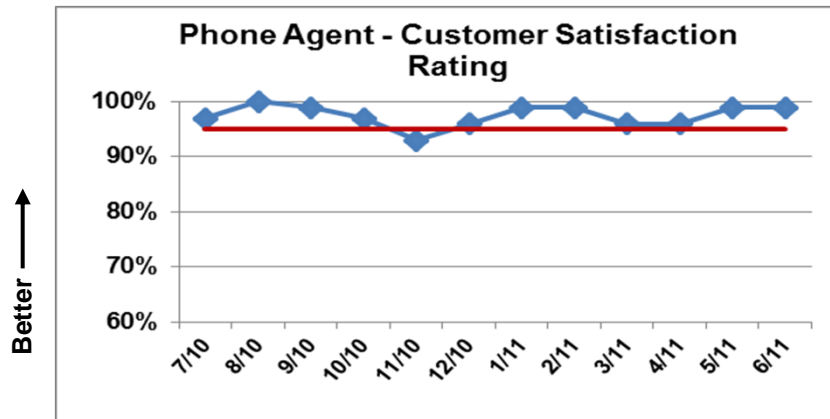


STRATEGIC GOALS

V. Provide sustainable pension benefit products and services responsive to and valued by members, employers and stakeholders.

MEASURE:

Customer satisfaction rating for phone agent services.



Phone Agent Customer Satisfaction Rating – Employer Inquiries

Target: 95%

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2010/11	97%	100%	99%	97%	93%	96%	99%	99%	96%	96%	99%	99%
2009/10	95%	99%	96%	96%	94%	94%	94%	93%	95%	94%	97%	99%
2008/09	89%	91%	95%	93%	93%	92%	N/A	N/A	96%	96%	95%	97%

COMMENTS:

The employer contact team continued to exceed the phone agent customer satisfaction rating in the 4th quarter.

ATTACHMENT B-2ER

4th Quarter 2010-11

Legend:



= On target or trending to target



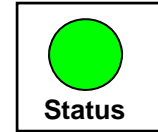
= Need to watch trend



= Senior management attention



CUSTOMER SERVICES AND SUPPORT DASHBOARD

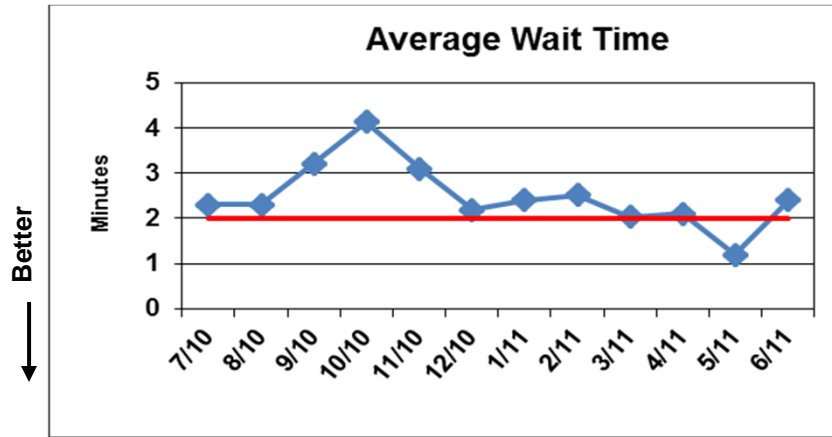


STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost-effective manner.

MEASURE:

The length of time the callers wait for an agent after leaving the Interactive Voice Response (IVR) system and entering the queue.



Average Wait Time – Employer Inquiries

Target: Monthly average of under 2 minutes.

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2010/11	2:31	2:31	3:21	4:14	3:10	2:19	2:40	2:52	2:04	2:10	1:20	2:41
2009/10	1:22	1:36	1:50	2:08	2:22	2:00	2:00	1:17	1:13	1:33	1:57	2:36
2008/09	1:30	1:22	1:23	1:35	1:32	1:23	1:32	1:19	1:06	1:15	1:10	1:23

COMMENTS:

The employer contact team experienced periods of high call volume due to my|CalPERS file readiness testing and system access administrator registration requests, which resulted in a higher call handle time and a slight increase in call wait time in the month of June. The average wait time for the 4th quarter was 1:57.

ATTACHMENT B-3ER

4th Quarter 2010-11

Legend:



= On target or trending to target



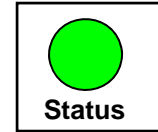
= Need to watch trend



= Senior management attention



CUSTOMER SERVICES AND SUPPORT DASHBOARD

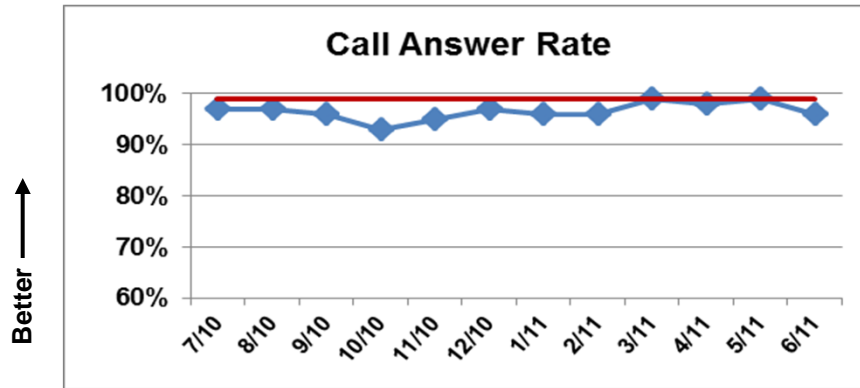


STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost-effective manner.

MEASURE:

Percentage of telephone calls offered that are answered.



Call Answer Rate – *Employer Inquiries*

Target: Answer 99% of calls offered

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2010/11	97%	97%	96%	93%	95%	97%	96%	96%	99%	98%	99%	96%
2009/10	99%	99%	98%	98%	97%	98%	98%	99%	99%	99%	99%	98%
2008/09	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	100%	99%

COMMENTS:

The employer contact team experienced a slight decrease in call answer rate in the months of April and June due to a 9% increase in call volume compared to the 4th quarter in 2010.

ATTACHMENT B-4ER

4th Quarter 2010-11

Legend:



= On target or trending to target



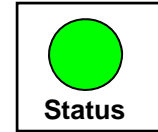
= Need to watch trend



= Senior management attention



CUSTOMER SERVICES AND SUPPORT DASHBOARD



STRATEGIC GOALS

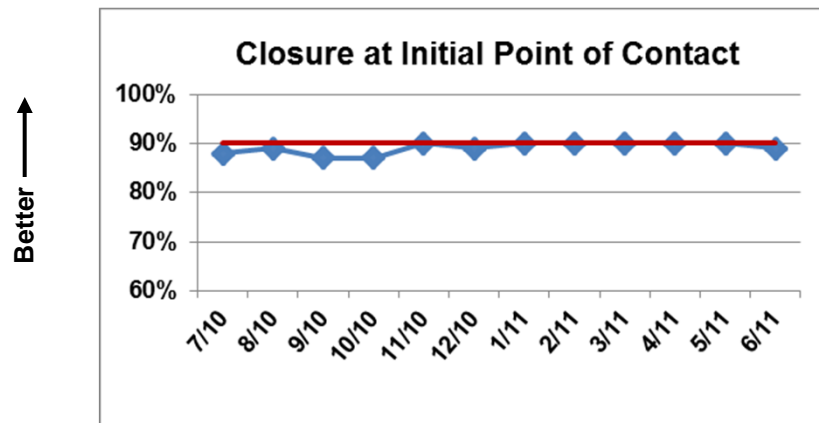
- II. Foster a work environment that values quality, respect, diversity, integrity, openness, communication and accountability.*
- III. Sustain a high performance work culture utilizing staff development, technology, and innovative leadership and management strategies.*

MEASURE:

Percent of telephone inquiries closed at initial point of contact.

Closure at Initial Point of Contact – Member Inquiries

Target: 90% effective Jan. 2009



Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2010/11	88%	89%	87%	87%	90%	89%	90%	90%	90%	90%	90%	89%
2009/10	91%	90%	89%	88%	90%	88%	89%	88%	89%	90%	89%	89%
2008/09	89%	90%	89%	88%	90%	89%	90%	90%	90%	90%	90%	90%

COMMENTS:

This dashboard continues to be green as staff continue to be equipped to meet customer expectations.

ATTACHMENT B-1

4th Quarter 2010-11

Legend:



= On target or trending to target



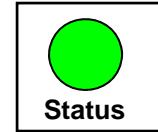
= Need to watch trend



= Senior management attention



CUSTOMER SERVICES AND SUPPORT DASHBOARD



STRATEGIC GOALS

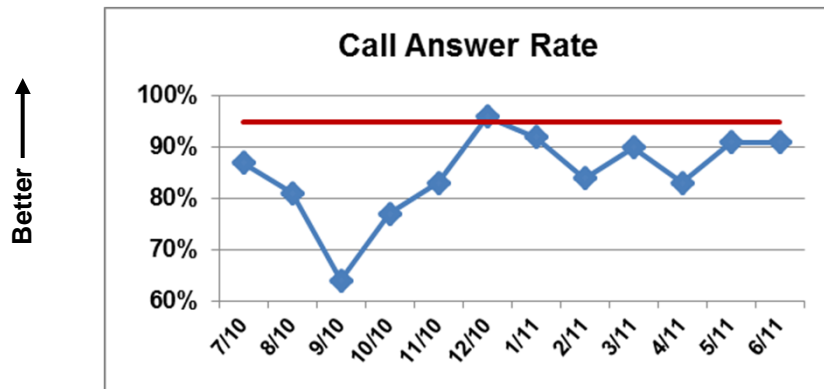
V. Provide sustainable pension benefit products and services responsive to and valued by members, employers and stakeholders.

MEASURE:

Answer before the caller abandons call, due to wait time.

Call Answer Rate – Member Inquiries

Target: Answer 95% of calls offered



Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2010/11	87%	81%	64%	77%	83%	96%	92%	84%	90%	83%	91%	91%
2009/10	96%	92%	89%	86%	86%	85%	84%	82%	84%	87%	94%	86%
2008/09	96%	95%	95%	93%	95%	94%	97%	94%	93%	94%	97%	97%

COMMENTS:

- This dashboard has changed from yellow to green.
- Call volumes continued to increase this year with an increase of over 16,000 compared to the 4th quarter of 2009-10. For the year, member call volumes increased by nearly 55,000 overall.

4th Quarter 2010-11

Legend:



= On target or trending to target



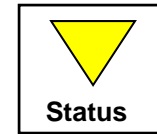
= Need to watch trend



= Senior management attention



CUSTOMER SERVICES AND SUPPORT DASHBOARD



STRATEGIC GOALS

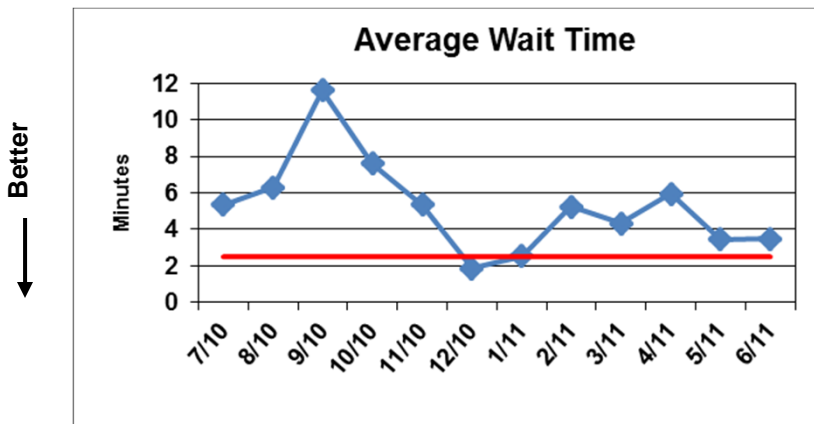
V. Provide sustainable pension benefit products and services responsive to and valued by members, employers and stakeholders.

MEASURE:

The length of time the callers wait for an agent after leaving the Interactive Voice Response (IVR) system and entering the queue.

Average Wait Time – Member Inquiries

Target: Answer calls within a monthly average of 2 minutes and 30 seconds



Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2010/11	5:21	6:18	11:37	7:37	5:20	1:52	2:32	5:15	4:19	5:57	3:27	3:28
2009/10	1:33	3:12	3:59	4:58	4:13	4:25	5:09	6:01	6:14	4:51	3:12	5:42
2008/09	2:04	2:10	2:28	2:35	2:16	1:52	1:14	2:33	2:39	2:04	1:28	1:28

COMMENTS:

- This dashboard remains yellow.
- Increased call volumes, compared to the previous year, impacted the ability to meet the 2:30 goal. In addition, my|CalPERS training began in June mandating staff to be away from their duties for 8 hours.

ATTACHMENT B-3

4th Quarter 2010-11

Legend:



= On target or trending to target



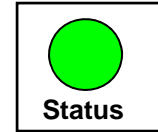
= Need to watch trend



= Senior management attention



CUSTOMER SERVICES AND SUPPORT DASHBOARD



STRATEGIC GOALS

V. Provide sustainable pension benefit products and services responsive to and valued by members, employers and stakeholders.

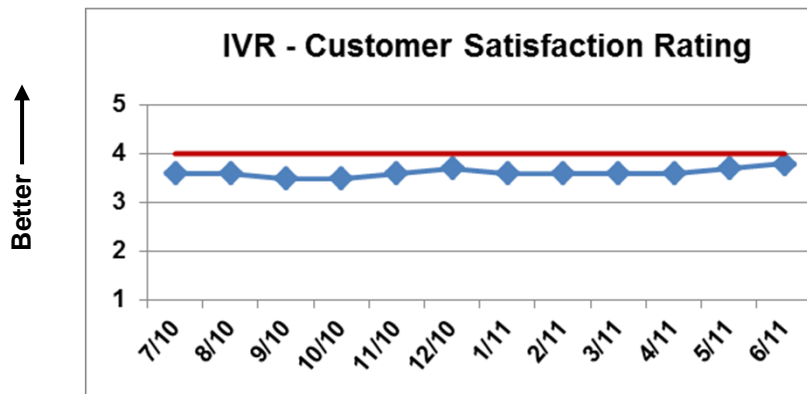
VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Overall customer satisfaction rating for the Interactive Voice Response (IVR) system.

IVR Customer Satisfaction Rating – Member Inquiries

Target: 4.0 (average)



Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2010/11	3.6	3.6	3.5	3.5	3.6	3.7	3.6	3.6	3.6	3.6	3.7	3.8
2009/10	3.6	3.6	3.6	3.6	3.5	3.6	3.4	3.5	3.5	3.6	3.6	3.7
2008/09	3.2	3.3	3.2	3.3	3.6	3.5	3.6	3.5	3.6	3.5	3.5	3.6

COMMENTS:

This dashboard continues to be green.

ATTACHMENT B-4

4th Quarter 2010-11

Legend:



= On target or trending to target



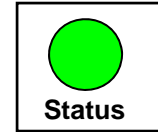
= Need to watch trend



= Senior management attention



CUSTOMER SERVICES AND SUPPORT DASHBOARD



STRATEGIC GOALS

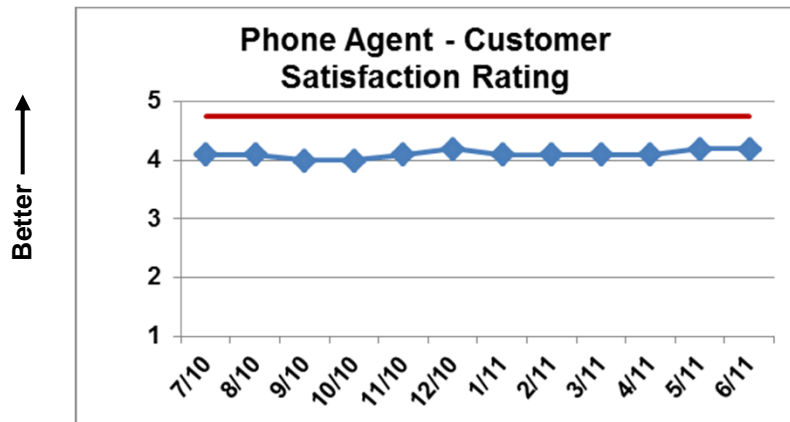
V. Provide sustainable pension benefit products and services responsive to and valued by members, employers and stakeholders.

MEASURE:

Customer satisfaction rating for phone agent services.

Phone Agent Customer Satisfaction Rating – Member Inquiries

Target: 4.7 (average)



Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2010/11	4.1	4.1	4.0	4.0	4.1	4.2	4.1	4.1	4.1	4.1	4.2	4.2
2009/10	4.1	4.1	4.2	4.2	4.1	4.2	4.1	4.1	4.1	4.1	4.2	4.2
2008/09	4.3	4.4	4.3	4.3	4.2	4.2	4.1	4.1	4.2	4.1	4.2	4.2

COMMENTS:

- This dashboard continues to be green.
- Call center representatives continue to earn high marks from customers for their politeness and professionalism.

4th Quarter 2010-11

Legend:



= On target or trending to target



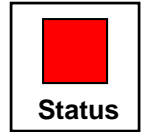
= Need to watch trend



= Senior management attention



CUSTOMER SERVICES AND SUPPORT DASHBOARD



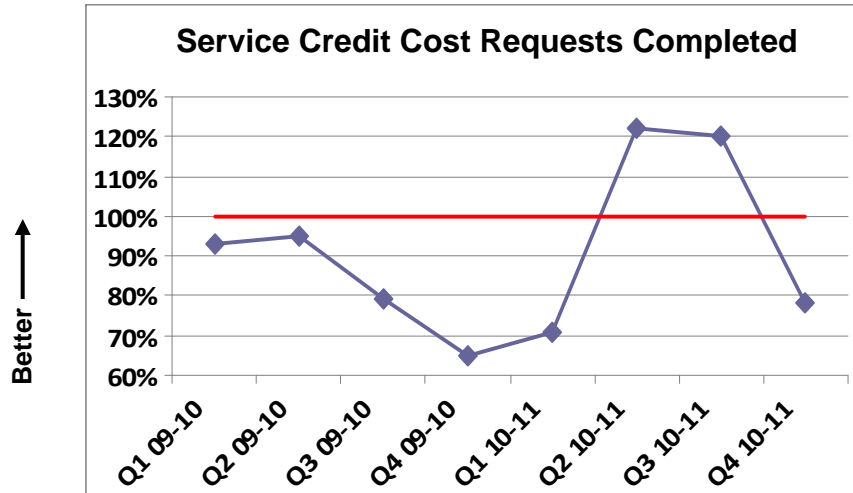
STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of service credit cost requests completed, compared to the number received.

Target: 100% effective July 2007



Year	Q1	Q2	Q3	Q4
2010-11	71%	122%	120%	78%
2009-10	93%	95%	79%	65%
2008-09	110%	118%	87%	79%

Service Credit Cost Inventory			
Type	Current: 0 to 90 Days	Backlog: Greater than 90 Days	Total
ARSC	2,863	279	3,142
Non-ARSC	3,599	2,346	5,945
Totals	6,462	2,625	9,087
% of Inventory	71%	29%	100%

COMMENTS:

- Productivity was down as activities related to new system implementation increase. Activities included: my|CalPERS demo, All Staff Informational Session, web-based my|CalPERS training course, My CP C1, and one additional staff person being redirected to Customer Acceptance Testing.

Mitigation Steps:

- Continued reprioritization of workload and redirection of Division staff to most critical workload.

4th Quarter 2010-11

Legend:



= On target or trending to target



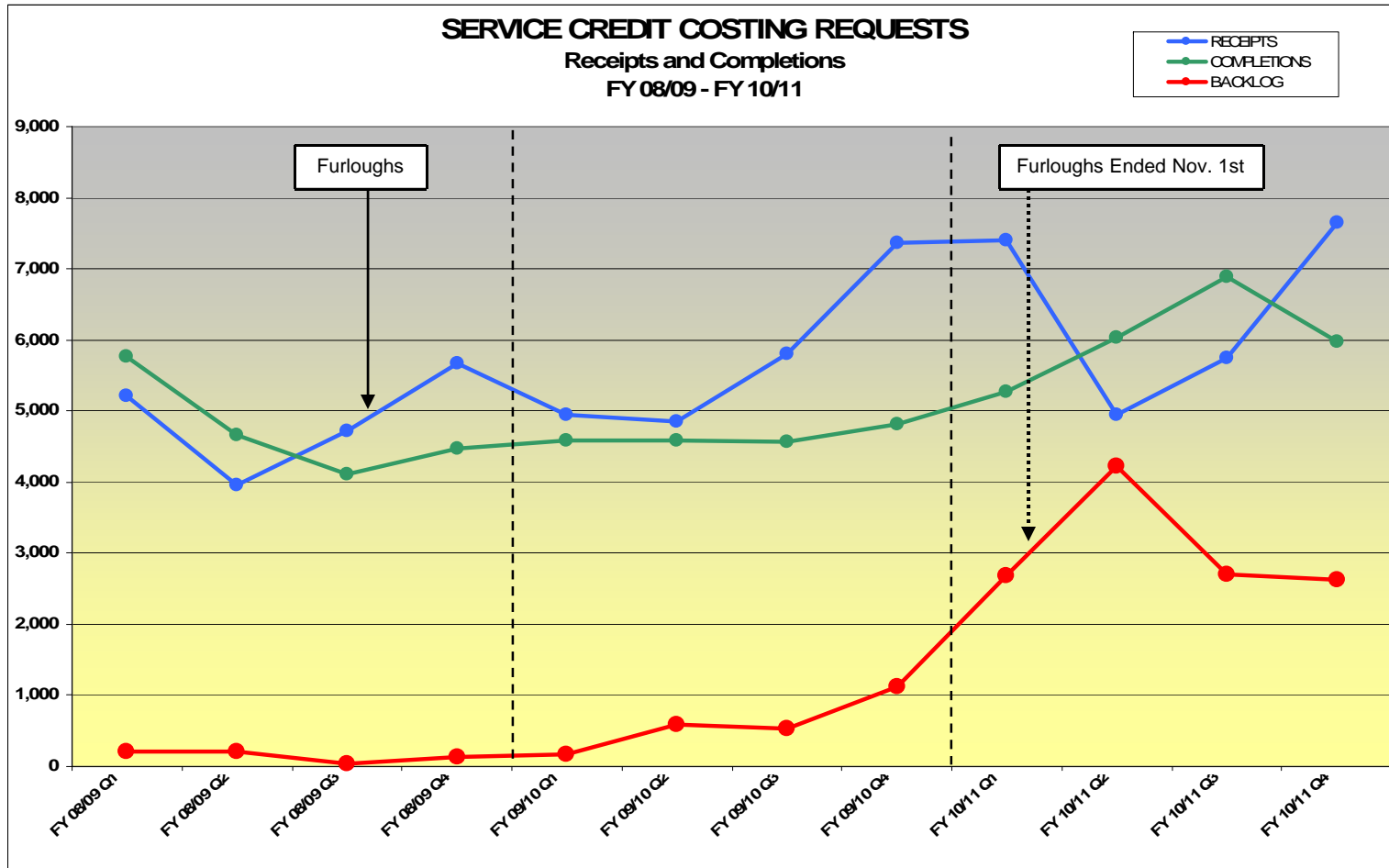
= Need to watch trend



= Senior management attention



CUSTOMER SERVICES AND SUPPORT DASHBOARD



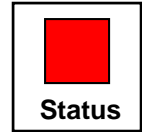
	FY 2008-09				FY 2009-10				FY 2010-11			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
RECEIPTS	5,221	3,952	4,717	5,678	4,946	4,849	5,803	7,369	7,396	4,941	5,737	7,657
COMPLETIONS	5,761	4,671	4,115	4,470	4,595	4,590	4,567	4,809	5,268	6,026	6,883	5,980
COMP/REC'VD %	110%	118%	87%	79%	93%	95%	79%	65%	71%	122%	120%	78%
BACKLOG	212	205	40	135	168	596	528	1,129	2,681	4,225	2,697	2,625

4th Quarter 2010-11

ATTACHMENT B-6a



CUSTOMER SERVICES AND SUPPORT DASHBOARD



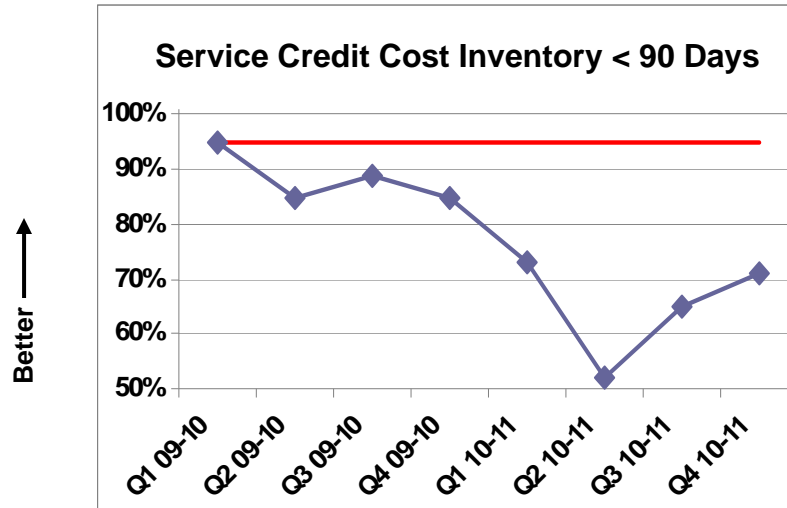
STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of service credit cost requests completed within 90 days of receipt.

Target: 95% effective July 2007



Year	Q1	Q2	Q3	Q4
2010-11	73%	52%	65%	71%
2009-10	95%	85%	89%	85%
2008-09	91%	88%	98%	96%

Service Credit Cost Inventory			
Type	Current: 0 to 90 Days	Backlog: Greater than 90 Days	Total
ARSC	2,863	279	3,142
Non-ARSC	3,599	2,346	5,945
Totals	6,462	2,625	9,087
% of Inventory	71%	29%	100%

COMMENTS:

The following factors have contributed to not meeting the goal:

- Record receipts during two quarters of the year
- Furloughs for 21 months
- Increase new system activities which included: my|CalPERS demo, All Staff Informational Session, web-based my|CalPERS training course, My CP C1, and one additional staff person being redirected to Customer Acceptance Testing.

Mitigation Steps:

- Continued reprioritization of workload and redirection of Division staff to most critical workload.

4th Quarter 2010-11

Legend:



= On target or trending to target



= Need to watch trend

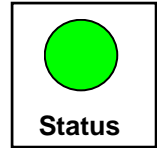


= Senior management attention

ATTACHMENT B-7



CUSTOMER SERVICES AND SUPPORT DASHBOARD



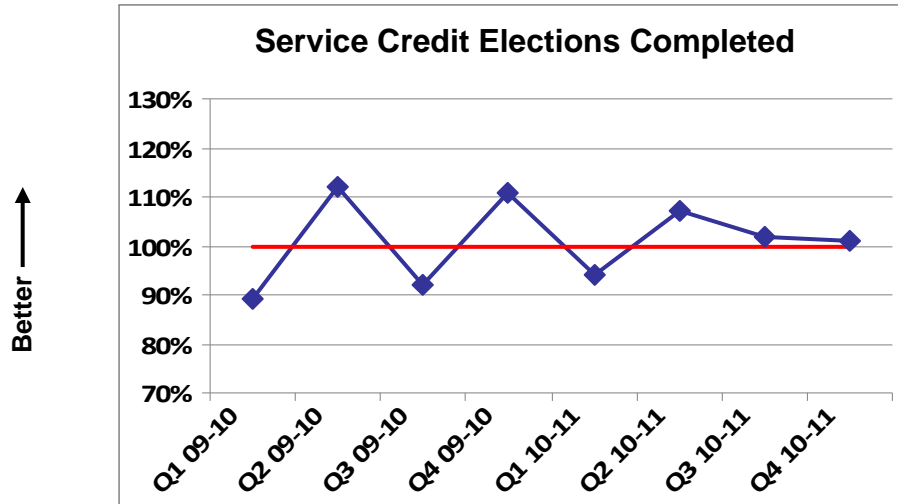
STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of service credit elections completed, compared to the number received.

Target: 100% effective July 2007



Year	Q1	Q2	Q3	Q4
2010-11	94%	107%	102%	101%
2009-10	89%	112%	92%	111%
2008-09	79%	127%	104%	101%

Service Credit Elections Inventory			
Age	Current: 0 to 30 Days	Backlog: Greater than 30 Days	Total
Number	79	8	87
% of Inventory	91%	9%	100%

COMMENTS:

- This dashboard is on target for this quarter.

4th Quarter 2010-11

Legend:



= On target or trending to target



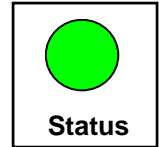
= Need to watch trend



= Senior management attention



CUSTOMER SERVICES AND SUPPORT DASHBOARD



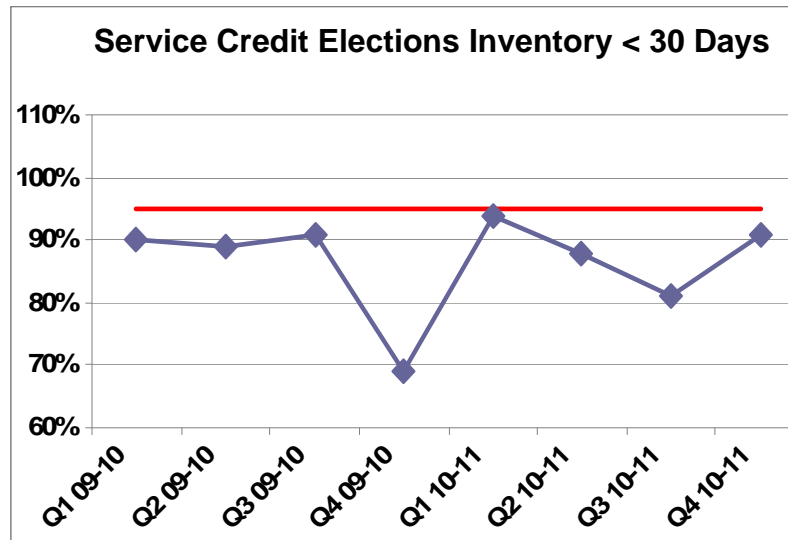
STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of service credit elections processed within 30 days of receipt.

Target: 95% effective July 2007



Year	Q1	Q2	Q3	Q4
2010-11	94%	88%	81%	91%
2009-10	90%	89%	91%	69%
2008-09	77%	97%	98%	92%

Service Credit Elections Inventory			
Age	Current: 0 to 30 Days	Backlog: Greater than 30 Days	Total
Number	79	8	87
% of Inventory	91%	9%	100%

COMMENTS:

- Currently this dashboard is slightly below target due primarily to constraint cases (six) for which we are waiting for additional information from the member or the member's financial institution in order to complete the election transaction.
- The number of items greater than 30 days old is generally consistent throughout the year due to constraint cases. The low total inventory inflates the percent of items greater than 30 days old resulting in a lower percentage of items meeting the target.

Mitigation Steps:

- Will continue to work with the members and financial institutions to gather the necessary information to complete the election process.

4th Quarter 2010-11

Legend:



= On target or trending to target



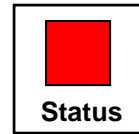
= Need to watch trend



= Senior management attention



CUSTOMER SERVICES AND SUPPORT DASHBOARD



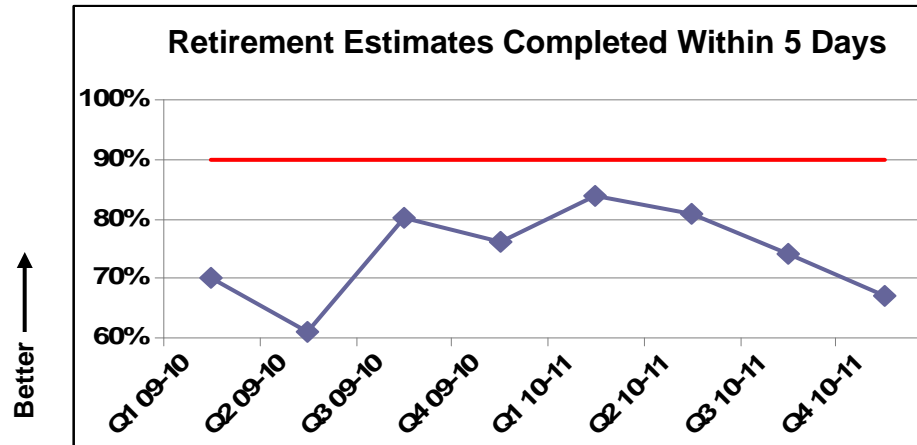
STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of workable estimates completed within 5 days of receipt.

Target: 90% effective July 1998



Estimates Completed Within 5 Days				
Year	Q1	Q2	Q3	Q4
2010-11	84%	81%	74%	67%
2009-10	70%	61%	80%	76%
2008-09	85%	74%	81%	77%

COMMENTS:

- The number of retirement estimates requested and completed increased significantly this quarter.
- The 5-day completion rate decreased due to the large volume of estimate requests.
- Redirection of staff to myCalPERS PSR activities and new system training have contributed to not meeting goal.
- No backlog exists.

Mitigation Steps

- Requests for estimates are currently being prioritized in order of retirement date requested.

4th Quarter 2010-11

Legend:



= On target or trending to target



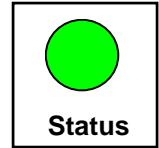
= Need to watch trend



= Senior management attention



CUSTOMER SERVICES AND SUPPORT DASHBOARD



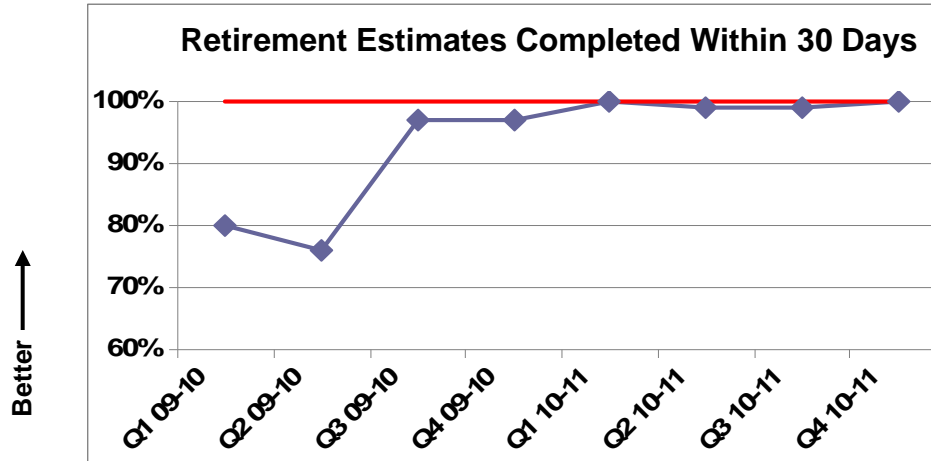
STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of workable estimates completed within 30 days of receipt.

Target: 100% effective July 1998



Estimates Completed Within 30 Days				
Year	Q1	Q2	Q3	Q4
2010-11	100%	99%	99%	100%
2009-10	80%	76%	97%	97%
2008-09	93%	93%	94%	87%

Estimates Backlog: Greater than 30 Days				
Year	Q1	Q2	Q3	Q4
2010-11	0	0	0	0
2009-10	2,557	452	0	0
2008-09	617	245	298	2,074

COMMENTS:

- This metric is on target. The number of retirement estimates requested and completed increased significantly this quarter.
- No backlog exists.
- The fallout rate representing the percentage of estimates needing manual calculations remains high at 39%.

4th Quarter 2010-11

Legend:



= On target or trending to target



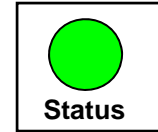
= Need to watch trend



= Senior management attention



CUSTOMER SERVICES AND SUPPORT DASHBOARD



STRATEGIC GOALS

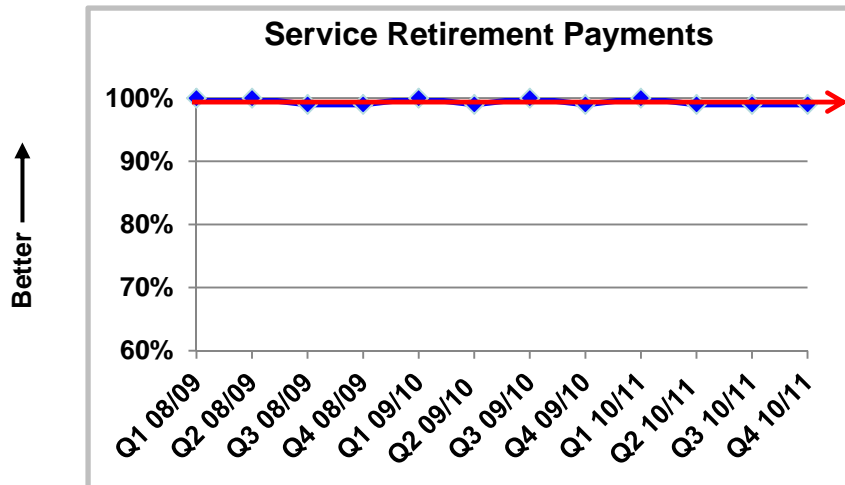
- V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.*
- VI. Administer pension benefit services in a customer oriented and cost effective manner.*

MEASURE:

Percent of applicants whose first payment is made within 30 calendar days of retirement effective date or application.

Service Retirement Payments

Target: 100%



Year	Q1	Q2	Q3	Q4
2010-11	100%	99%	99%	99%
2009-10	100%	99%	100%	99%
2008-09	100%	100%	99%	99%

COMMENTS:

- Service retirement payments represent the highest priority workload for this Section and every effort is made to ensure members receive their first payment with no gap from their last employment paycheck.

4th Quarter 2010-11

Legend:



= On target or trending to target



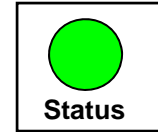
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CUSTOMER SERVICES AND SUPPORT DASHBOARD



STRATEGIC GOALS

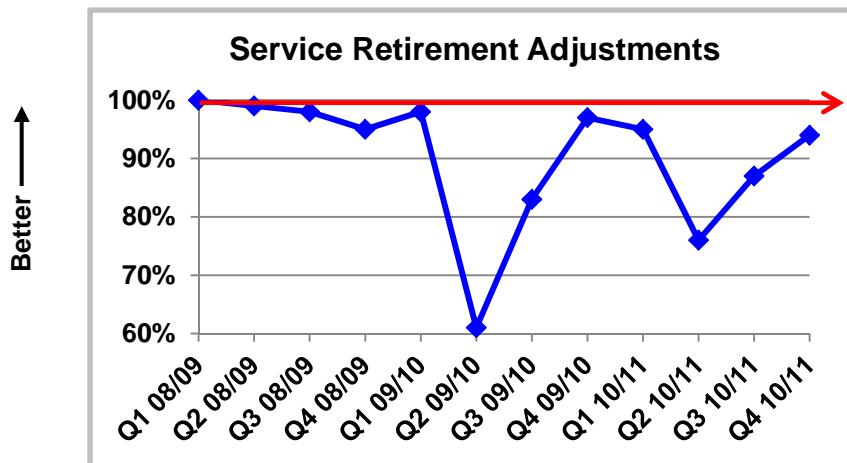
- V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.*
- VI. Administer pension benefit services in a customer oriented and cost effective manner.*

MEASURE:

Percent of final adjustments made to service retirement benefits within 9 months of the retirement effective date.

Service Retirement Adjustments

Target: 100%



Year	Q1	Q2	Q3	Q4
2010-11	95%	76%	87%	93%
2009-10	98%	61%	83%	97%
2008-09	99%	99%	98%	95%

COMMENTS:

- Service retirement adjustments are dependent upon final payroll reporting from employers and performance varies accordingly.

4th Quarter 2010-11

Legend:



= On target or trending to target



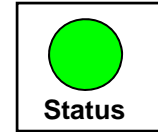
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CUSTOMER SERVICES AND SUPPORT DASHBOARD



STRATEGIC GOALS

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

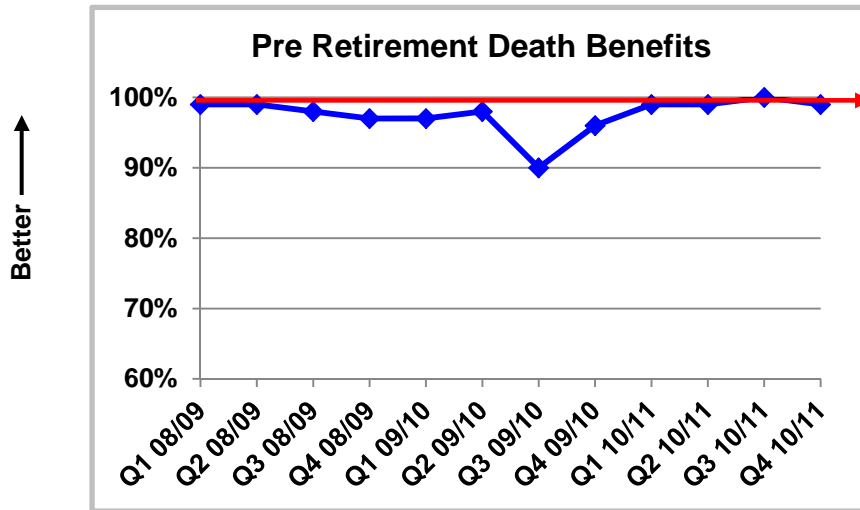
VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percentage of death benefit claims paid within 45 days of receipt of last required documentation. (Pre-retirement)

Pre-Retirement Death Benefit Payments

Target: 100%



Year	Q1	Q2	Q3	Q4
2010-11	99%	99%	100%	99%
2009-10	97%	98%	90%	96%
2008-09	99%	99%	98%	97%

COMMENTS:

- Pre-retirement death benefits performance met the goal.

4th Quarter 2010-11

Legend:



= On target or trending to target



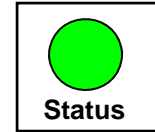
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CUSTOMER SERVICES AND SUPPORT DASHBOARD



STRATEGIC GOALS

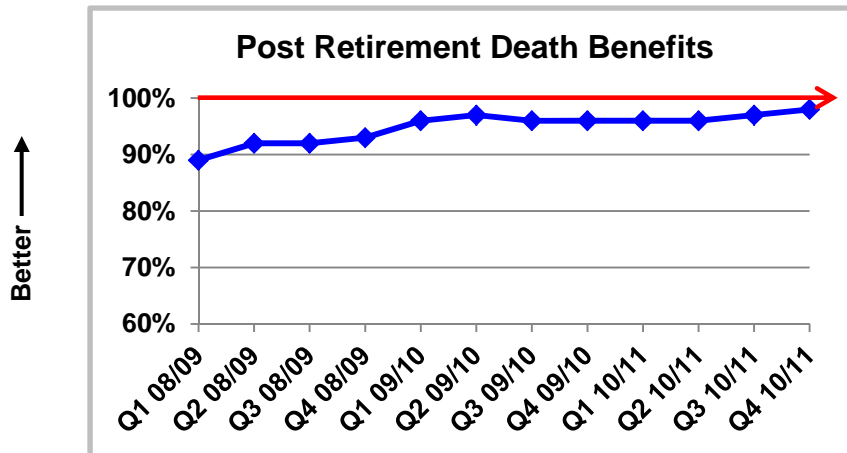
- V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.*
- VI. Administer pension benefit services in a customer oriented and cost effective manner.*

MEASURE:

Percentage of death benefit claims paid within 45 days of receipt of last required documentation. (Post-retirement)

Post-Retirement Death Benefits

Target: 100%



Year	Q1	Q2	Q3	Q4
2010-11	96%	96%	97%	98%
2009-10	96%	97%	96%	96%
2008-09	89%	92%	92%	93%

COMMENTS:

- Post-retirement death benefits utilized experienced, temporary staff and overtime on this workload. We will continue to focus efforts on this high priority workload.

4th Quarter 2010-11

Legend:



= On target or trending to target



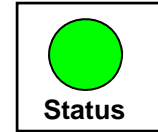
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CUSTOMER SERVICES AND SUPPORT DASHBOARD



STRATEGIC GOALS

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

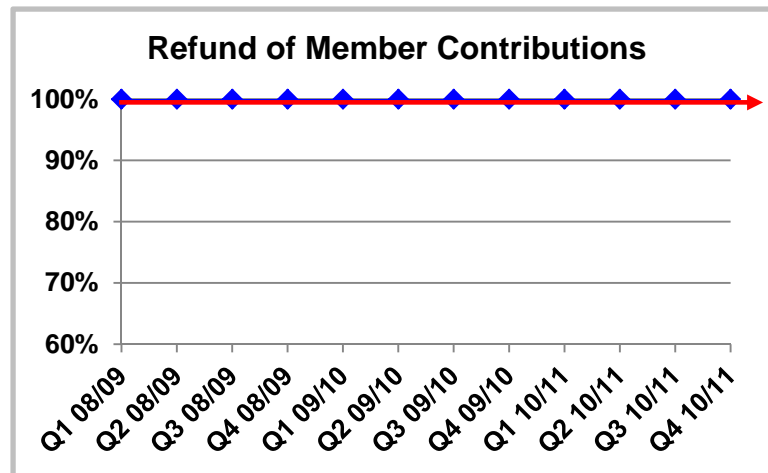
VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percentage of first refunds paid to eligible members within 30 calendar days of receipt of a valid election form.

Refund Payments

Target: 100%



Year	Q1	Q2	Q3	Q4
2010-11	100%	100%	100%	100%
2009-10	100%	100%	100%	100%
2008-09	100%	100%	100%	100%

COMMENTS:

- Performance in refunds consistently reaches goal.

4th Quarter 2010-11

Legend:



= On target or trending to target



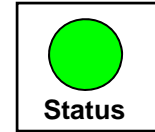
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CUSTOMER SERVICES AND SUPPORT DASHBOARD



STRATEGIC GOALS

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

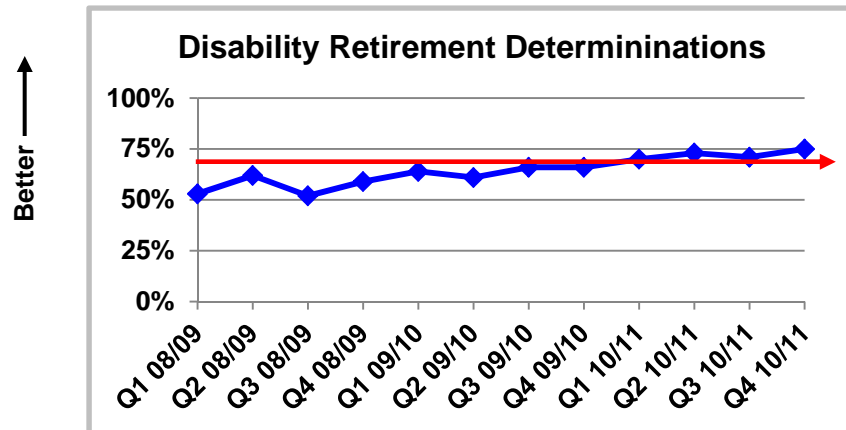
VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of disability determinations made regarding approval or disapproval within 6 months of receipt of complete application packages.

Disability Determinations

Target: 70%



Year	Q1	Q2	Q3	Q4
2010-11	70%	73%	71%	75%
2009-10	64%	61%	66%	66%
2008-09	53%	62%	52%	59%

COMMENTS:

- This goal takes into consideration the additional time required, which can exceed six months to obtain additional medical documentation from workers' compensation carriers as well as members' treating medical specialist(s). In addition, members may be scheduled to attend an Independent Medical Examination(s).
- 92% of workable cases are within the 6-month timeframe or below.

4th Quarter 2010-11

Legend:



= On target or trending to target



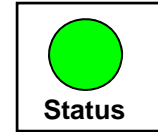
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CUSTOMER SERVICES AND SUPPORT DASHBOARD



STRATEGIC GOALS

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

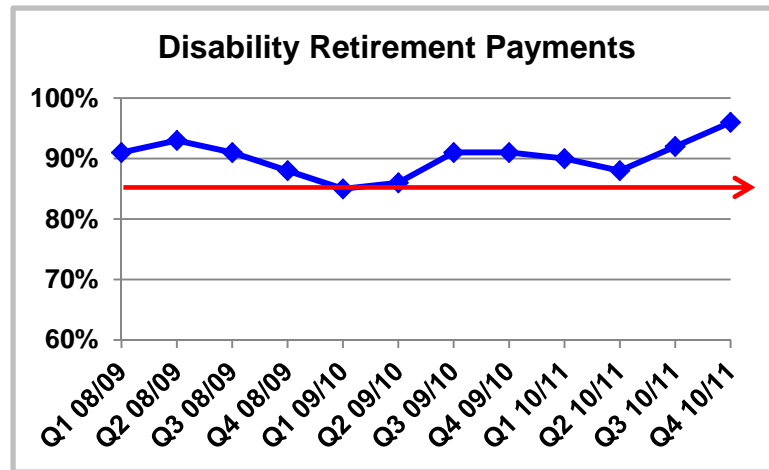
VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of first disability payments made within 30 days of effective date or approval.

Disability Payments

Target: 85%



Year	Q1	Q2	Q3	Q4
2010-11	90%	88%	92%	96%
2009-10	85%	86%	91%	91%
2008-09	91%	93%	91%	88%

COMMENTS:

- Disability retirement payments represent the highest priority workload for this Section and every effort is made to ensure members receive their first payment with no gap from the date of their last employment paycheck or from the date they were approved.

4th Quarter 2010-11

Legend:



= On target or trending to target



= Need to watch trend



= Senior management attention